



COUNTY OF SAN DIEGO  
**Great Government Through the General Management System – Quality, Timeliness, Value**  
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

MANAGED CARE PROGRAM MANAGER  
SENIOR MANAGED CARE PROGRAM MANAGER

Class No. 004780  
Class No. 004781

■ CLASSIFICATION PURPOSE

To perform managed care delivery program design, negotiation, coordination, review, evaluation, and implementation; to perform management work related to collaborative county-wide, community public/private health programs; and to perform related work.

■ DISTINGUISHING CHARACTERISTICS

These classes are a professional manager class series allocated only to the Health and Human Services Agency (HHS), responsible for performing administrative and technical support in the design, negotiation, oversight, evaluation and implementation of programs involving countywide managed care health services engaged in public/private collaboration. Under the direction of a Deputy Director or an Assistant Deputy Director, incumbents are responsible for ensuring that health care services and programs provided by private and public entities are collaborative, coordinated and fiscally compliant with Federal, State and local laws and policies. This class series is distinguished from the Community Health Program Specialist, Analyst and Administrative Analyst class series by its responsibility for countywide managed care health program and contract negotiation, management analysis, and related technical support services to the highest levels of health organizations, corporations, and executives.

Managed Care Program Manager:

This is the first line supervisor class in the series. Under general supervision, incumbents independently analyze fiscal, budget, program and organizational issues for multiple, countywide managed care health programs and services provided through public/private collaboration and private management.

Senior Managed Care Program Manager:

This is the second line supervisor class in the series. Under direction, Senior Managed Care Program Managers provide administrative and technical support for complex contract negotiations, program design, oversight, implementation and evaluation. This class is responsible for providing technical guidance and training to subordinates.

■ FUNCTIONS

**The examples of functions listed in the class specifications are representative but not necessarily exhaustive or descriptive of any one position in the classes. Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.**

The following apply to both classes:

Essential Functions:

1. Works with public and private health/social service providers to design, plan and negotiate health/social managed care program agreements/contracts.
2. Researches and ensures that programs and contracts have necessary legal, political, and policy linkage.
3. Prepares complex and specialized reports, which include policy, financial and economic analysis.
4. Conducts or directs complex studies on the efficacy of regional or large health/social managed care programs.
5. Assists in establishing and implementing organizational policies and procedures for large healthcare delivery programs, such as Medi-Cal managed health operations.
6. Assists in monitoring effectiveness of contract provisions, policies, and procedures and makes revisions or recommendations for improvement as appropriate.
7. Works with community and private healthcare providers and assists in the management, direction and coordination of fiscal and analytical operations of programs which may include, but are not limited to the functions of budgeting, fiscal control,

accounting, purchasing, personnel, grant preparation and analysis, contract administration, capital improvements, and data processing.

8. Prepares and/or reviews grant proposals for various health programs and projects.
9. Interfaces with governmental agencies and personnel regarding requirements for obtaining funds and monitoring procedures.
10. Presents proposals to various boards and commissions in order to gain approval for programs and projects.
11. Directs and coordinates the preparation of the program budget(s); reviews and analyzes budgets.
12. Makes decisions regarding expenditure requests and variances to budgets.
13. Prepares special financial reports, manuals, and instructions.
14. Prepares correspondence and responds to requests for assistance from local health care organizations, councils, and/or committees.
15. Prepares and makes technical presentations before members of committees, boards, and the public as requested.
16. Provides indirect supervision and coordination to providers' program staff.
17. Supervises subordinate program and clerical staff.
18. Provides responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

#### Senior Managed Care Program Manager

##### Essential Functions:

All the functions listed above and

1. Serves as leader over the most complex contract negotiations, program design and financial/fiscal analysis.
2. Performs specialized program design and review pertaining to complex economic, legislative, and financial issues that may impact the county's public/private managed health care program, budget or revenues.
3. Directs and oversees the establishment of databases, financial records and other tools/resources for project and/or program use.
4. Reviews and comments on proposals, contracts and recommendations made to the Board of Supervisors on behalf of the department and Chief Administrative Officer.
5. Analyzes contracts and program proposals for cost and effectiveness.
6. Provides alternative perspectives towards resolution of issues and formulates alternative policy/procedure to solve anticipated problems.
7. May perform economic forecasting.

#### ■ KNOWLEDGE, SKILLS AND ABILITIES

##### Knowledge of:

The following apply to both classes:

- Contract development, management, and administration.
- Data collection, analysis, and display techniques.
- Grant preparation.
- Statistical analysis including cost/benefit and reliability analysis.
- Principles of program budgeting and fiscal management techniques.
- Management principles and current practices of program administration in the health care field.
- Principles of supervision and training.
- Federal, state and local managed health care systems, programs, and legislation.
- Principles of public finance, fiscal policy, and public administration.
- County budget process, policies and procedures.
- Legislative processes pertaining to the development and adoption of State and Federal budgets.

- Principles and techniques used to conduct organizational analyses, management audits, review and studies.
- Principles and practices of managed care.
- Methods and techniques of organizational development and analysis.
- Principles of basic accounting and purchasing administration.
- The General Management System (GMS) in principle and in practice.
- County customer service objectives and strategies.

Skills and Abilities to:

The following apply to both classes:

- Direct, manage, and oversee the development and implementation of cooperative public/private health care programs/systems.
- Prepare, analyze and monitor health programs, contracts, legislation and technical reports.
- Perform mathematical calculations, and analyze and interpret statistical data.
- Identify legal, policy, service and fiscal problems, evaluate alternatives, and recommend and implement solutions.
- Perform organizational and legislative analysis in the health services area.
- Utilize computer application programs and/or databases to prepare statistical and written reports.
- Prepare analytical reports, instructional materials and memoranda for executive/public presentations.
- Learn the organization and operations of public and private health/social service providers in the San Diego region.
- Estimate cost and revenue for grant proposals.
- Review budget status reports and documents to recommend budget balancing measures and program modifications.
- Communicate effectively orally and in writing.
- Establish effective working relationships with management, employees, employee representatives and the public representing diverse cultures and background.
- Meet deadlines and submit completed staff work.
- Provide effective indirect supervision, training, coordination and direction to employees of collaborating companies, agencies or contractors.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.
- Train and review the work of subordinate professional and clerical staff.

Senior Managed Care Program Manager (in addition to the above):

- Prepare, analyze, and monitor programs and proposals for large complex managed care health/social service programs.
- Estimate revenues and costs for major program proposals.
- Provide effective team leadership on special projects.
- Formulate new methods, procedures or policies to enhance and coordinate program and design oversight and administration.
- Research, recommend and/or develop solutions for the most complex, sensitive county community health/social service problems.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

Managed Care Program Manager:

1. Two (2) years of experience as a Community Health Program Specialist or Principal Administrative Analyst in the County of San Diego, or equivalent professional experience, performing analytical work which included major responsibility for program administration, budget preparation, coordination, monitoring, contract or grant administration; OR,
2. Five (5) years of experience as an Analyst III/Administrative Analyst III in the County of San Diego, or equivalent professional experience, performing administrative and analytical work, which included major responsibility for program administration, budget preparation, coordination, monitoring, contract or grant administration.

Senior Managed Care Program Manager:

1. Two (2) years of experience as a Managed Care Program Manager, or equivalent class, in the County of San Diego; OR,
2. Seven (7) years of professional experience, performing administrative and analytical work involving major responsibility for program administration, budget preparation, coordination, monitoring, contract or grant administration, which included at least two (2) years of supervisory experience.

## ■ ESSENTIAL PHYSICAL CHARACTERISTICS

**The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classifications. Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.**

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting up to 10 pounds.

## ■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

### License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

### Certification/Registration

None Required.

### Working Conditions

Office environment; exposure to computer screens. Work may involve travel to locations within and outside the County.

### Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

### Probationary Period

Incumbents appointed to permanent positions in these classes shall serve a probationary period of twelve (12) months (Civil Service Rule 4.2.5).

**New: March 28, 1997**  
**Reviewed: Spring 2003**  
**Revised: May 5, 2004**

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Union Code: MA  
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Variable Entry: Y  
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